IOWAccess Project 4

Internet Pilot for Area XV

Mission

The mission of this project is to reduce the isolation of four rural counties in southeast Iowa (Monroe, Davis, Wayne, and Mahaska) through an IOWAccess project that will provide Internet training and access for governmental agencies, students, and community residents at the Indian Hills Community College county centers in Albia, Bloomfield, Corydon, and Oskaloosa. With the implementation of IOWAccess, rural communities will have access to the Internet/IOWAccess to do business with government agencies, as well as develop skills which will allow them to access the Internet for other pursuits that may enhance their quality of life.

List of Members

Darlas Shockley, Co-Lead, Indian Hills Community College
Robert Morrissey, Co-Lead, Indian Hills Community College
Wanda Armstrong, Social Security
Mike Bumgarner, Davis County Schools
Sharon Cline, Chariton Chamber of Commerce
Bill Dewey, Army Corps of Engineers
Kathy Fisher, Librarian, Keosauqua
Ellen Foudree, Area XV Council of Government
Howard Groenendyk, Mahaska County Supervisor
Paul Millard, Professional Computer Solutions
Charles Poncy, Citizen and former Legislator
Bob Rasmussen, Mayor of Fairfield
Marilyn Runnells, Workforce Development Center
Lowell Sneller, Iowa Department Center
Jean Sprouse, DHS Field Office
Charlie Terrell, Wapello County
Bill Wilson, Wayne County Hospital

Staff

Shannon Tyler, State Public Policy Group
Amy Campbell, State Public Policy Group

Table of Contents

IOWAccess

Section 1 ▪ Approach

Goal

The goal of the project was to provide Internet training and access for governmental agencies, students, and community residents at the Indian Hills Community College (IHCC) county centers in Albia, Bloomfield, Corydon, and Oskaloosa. With the implementation of IOWAccess rural communities will have access to the Internet/IOWAccess to do business with government agencies.

Project 4 has been successful in accomplishing the established goals. Training and access has been well received in the identified communities. The project provided a convenient local site for governmental agencies, students, and citizens to access the many services and resources available via the Internet. The project also provided access to training to learn applications of the Internet.

The methods listed below were utilized to enlist citizen participation in the project:

- Local media resources. Newspapers/Radio.
  Coordinated through IHCC Public Information Office.

- Local citizens groups (i.e. Chamber of Commerce)
  Coordinated through IHCC Public Information Office

- K-12 education (i.e. Newsletters)
  Coordinated through IHCC Public Information Office

Needs Assessment

Citizens in the identified communities have limited training and access to the Internet. Providing training and access through the four IHCC County Centers allowed the target population, governmental agencies, students, and community residents the opportunity to gain orientation and access to the valuable resources available via the Internet.

The approach selected was to purchase computers and to make Internet access available to the citizens of the IHCC County Centers in the identified communities. IHCC cost/shared the equipment, and provided the facility (complete with all furnishings and utilities) as well as all required staff to train and supervise the target population who utilize the facility.

Approach

Project personnel will research, identify, and evaluate potential computer hardware for installation and Internet connection in each of the four IHCC Extension Centers, and present

equipment details to IHCC Computer Committee.

This step was accomplished on schedule.

IHCC Computer Committee considers and evaluates proposed computer options and determines which specific equipment will best meet Extension Center needs.

This step was accomplished on schedule.

Project leader will consult the IHCC Extension Center completion timetable to determine the desired dates for estimated equipment delivery scheduling.

An equipment delivery schedule was developed to correspond to the Center construction completion deadlines.

The College will conduct a formal competitive bidding process to determine the equipment supplier and lowest price possible, in accordance with state guidelines.

All bidding guidelines were followed.

The College will purchase the approved equipment for delivery to the Extension Centers so that the computer hardware will arrive at each site in a timely manner.

All equipment has been purchased.

In order to evaluate the suitability of the equipment selected, the Project Leader and Center Coordinators will monitor Internet operations and equipment functions at each Center, conducting formative evaluation of equipment in order to support hardware modifications in subsequent Centers and ensure maximum efficiency.

Equipment functionality has been reviewed and found to be satisfactory.

Training schedules for each Center will be developed.

Training has been provided.

Public awareness strategies for each Center will be developed.

Public relations strategies were developed in each community utilizing local newspapers, cable channels, public libraries, and community groups.

Section 2 ▪ Cost/Benefit Analysis

Timeframe

The Internet service improvement pilot began in July 1997 with the research, identification, and evaluation.

A detailed project expenditure identifying the items purchased and the contribution from the project and IHCC is shown below.

IHCC has made a commitment to sustain the Internet access at the County Centers, the cost of which is $350 per month per Center. In addition, the College will underwrite future costs to include maintenance and replacement of equipment, facility up-keep and utilities, and staffing costs.

The College had made a total commitment to serving the constituency of this rural region of southeast Iowa. Due to IHCC regional presence the project will be sustained and advanced.

Category	GSA Funds	IHCC Funds	Total
Training Costs: 4 Centers (2 classes per month per center @$200 – prorated by center activation date)	$0	$4,600	$4,600
Equipment costs: 4 Centers			
Computers (27 per Center @ $2,000 each)	110,678	105,322	216,000
Printers (8 per Center $500 each)	8,198	7,802	16,000
Router (1 per Center @ $1,800)	3,689	3,511	7,200
CSU/DSU (1 per Center @ $600)	1,230	1,170	2,400
Novell License (1 per Center @ $3000)	6,149	5,851	12,000
Hub (1 per Center @ $2000)	4,099	3,901	8,000
Network Installation (Patch Panels, Cable, Jacks, Connectors, Labor @ $2,170)	4,448	4,232	8,680
Jet Direct Printer Interfaces (8 per Center @ $300 each: $2400 per Center)	4,919	4,681	9,600

Data Circuit Installation (Per Center @ $1,200)	2,460	2,340	4,800
Data Circuit Charges Per Month ($350 per Center – Prorated by Center activation date through Sept. 1998)	4,125	3,925	8,050
Evaluation Costs; 4 Centers (Pre-Post tests, surveys)	0	1,000	1,000
Total Direct Cost	$149,995	$148,335	$298,330
Indirect Costs: Approved @ 40% (Supervision, Public Information Administration – See Attached Agreement)	0	119,332	119,330
Cost:	$149,995	$267,667	$417,660

Section 3 ▪ Evaluation

Evaluation of the project combined several aspects: count of citizens who took advantage of the opportunity to utilize training and access; survey of citizens to determine satisfaction with access; survey of citizens to determine effectiveness of training; and pre- and post-testing to determine effectiveness of training.

Number of citizens who take advantage of the opportunity to utilize the Internet training and access at the County Centers.

Registration lists for training and counts of actual usage were compiled.

Responsibility: Instructors and Center Staff

Timeline: At the conclusion of each class.

Survey of citizens to determine satisfaction with access.

Center Internet users were asked to complete a questionnaire.

Responsibility: Center Staff

Timeline: As users access Internet.

Survey of citizens to determine training effectiveness.

Class participants were asked to complete a course evaluation.

Responsibility: Instructors

Timeline: At the conclusion of each class.

Pre- and Post –testing will be conducted with each training class.

Class participants were asked to complete a pre-test to determine starting knowledge and a post-test to determine effectiveness of training.

Responsibility: Instructors.

Timeline: At each class session.

Section IV ▪ Future Plans – Conclusions & Recommendations

Sustainability

IHCC has made a commitment to sustain the Internet access at the County Centers, the cost of which is $350 per month per Center. In addition, the College will underwrite future costs to include maintenance and replacement of equipment, facility up-keep and utilities, and staffing costs.

The College had made a total commitment to serving the constituency of this rural region of southeast Iowa. Due to IHCC regional presence the project will be sustained and advanced.